

**Iowa Department of Human Services  
CHILD CARE CENTER COMPLAINT**

<b>Name of Center:</b> Apple Tree Preschool and Learning Center		<b>Enrollment:</b> 250	<b>License ID:</b> 4197000001
<b>Street:</b> 4224 Hickory Lane	<b>City:</b> Sioux City	<b>IA Zip Code:</b> 51106	<b>County:</b> Woodbury
<b>Mailing Address:</b> 4224 Hickory Lane			
<b>Mailing City:</b> Sioux City		<b>IA Zip Code:</b> 51106	
<b>Director's Name:</b> Amy Larsen		<b>Center Phone Number:</b> 712-274-2795	
<b>On-Site Supervisors:</b> Laurie Roethler		<b>E-Mail Address:</b> amy.larsen@appletreechildcare.com	

**Date of Complaint:** 10/16/2013

**Date of Visit:** 10/25/2013

☐ Scheduled      ☒ Unannounced      ☐ NA

☐ Non-Compliance with Regulations Found      ☒ Compliance with Regulations Found      ☐ NA

**RECOMMENDATION FOR LICENSE**

☒ **NO CHANGES to licensing status recommended**

☐ **PROVISIONAL license from**                      **to**

☐ **SUSPENSION of License**

☐ **REVOCATION of License**

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**Summary of Complaint:**

A lot of unnecessary yelling by staff members.

**Licensing Rules Relevant to the Complaint:**

109.12(2) Written policy on discipline which provides positive guidance, direction for resolving conflict, and setting well-defined limits.

**Inspection Findings:**

Visited the center on 10-25-13. Talked with Amy L, director, Laurie R, Lashae P, Autumn C and Nicole L. All staff basically told me the same thing. They all stated that they had never seen any other staff unnecessarily yell at the children. One staff stated they have had to raise their voice sometimes as one child had numerous incidents of hitting other children, pinching, pulling hair, biting and throwing chairs. She stated that at those times she probably spoke louder than normal to get the child's attention. It does not appear that staff use unnecessary yelling as a discipline process.

**Special Notes and Action Required:**

**Consultant's Signature:**

**Date:**

11/01/2013

A handwritten signature in cursive script, reading "John J. Welch". The signature is written in black ink on a white background.